



Water & Sewerage
Department



ITRON IMPLEMENTATION PLAN OVERVIEW

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AGENDA

- ✓ Mission
- ✓ Goals
- ✓ Implementation Plan
- ✓ Roles & Responsibilities
- ✓ Closing



Mission

To Improve The Lives of Detroiters by upgrading our automated meter system to provide best in class meter reading technology.



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Goals

GOALS

- **Deliver a seamless project launch without any service interruptions internally and externally**
- **Deliver in a timely manner and within scope of budget**
- **Deliver a clear communication plan for all stakeholders internally and externally**





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How do *WE* reach success?

Road Map to Success

Estimated 36 months Project Delivery Schedule

GATE 1: Planning and Network/Software Upgrade Phase

Timing:
10 – 12 mos.

Milestones:
10 – 15

GATE 2: Pilot Program Phase

Timing:
2 – 4 mos.

Milestones:
15 – 20

GATE 3: Full Deployment and Operation Phase

Timing:
6 – 12 mos.

Milestones:
20 – 30

GATE 4: Final Sign-Off Phase

Timing:
1 – 2 mos.

Milestones:
8 – 10

GATE 5: Close-Out

Timing:
1- 2 mos.

Milestones:
8 – 10

Key Functions Performed at each Gate/Milestone

- Set expectations and confirm resources
- Measure productivity
- Conduct Live DEMOs
- Sign-offs for approval by Stakeholder
- Complete training



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Preliminary Risks

Preliminary Risks

Risk Category	Risk	Effect
Meters	Wires being cut and no access to homes	Inaccurate billing Obsolete Water Meters
Data Accuracy	Data required to identify optimum pilot area or CCU locations is not accurate	Possibility of misdiagnosis
Data Flow	Working Live versus in a Test mode	Working live - billing delays or errors Test environment - dual AMI's in pilot area
Software/ Hardware	Running Parallel Systems (Riva & Fixed Network)	Potential project cost increases Potential errors in billing

Preliminary Risks

Risk Category	Risk	Effect
Legal/Access Rights	Propagation Study identified need for non-City owned structure for CCU placement	Use agreements required. Project Delay
Software	Lack of internal expertise on Riva Software post implementation	Increased Training Costs Increased Support Costs
Software/Hardware	Multiple Software Platform Upgrades	Data Errors
Environmental	Inclement Weather impacts on communication between AMI's and CCU's	Heavy snow may limit radio communications



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Who is involved?

Governance Structure

DWSD
STAFF

EXTERNAL
CONTRACTORS



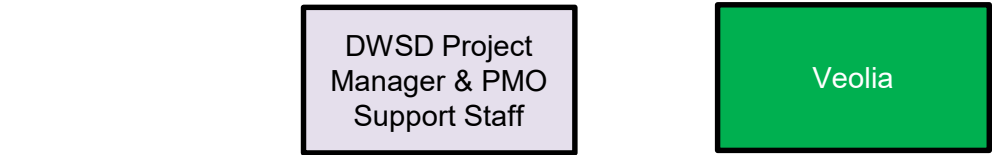
STEERING COMMITTEE

- Consists of DWSD senior executives.
- Provides policy guidance.
- Reviews/approves critical operating decisions.
- Addresses any Divisional & Inter Departmental coordination and priority issues impacting project implementation.



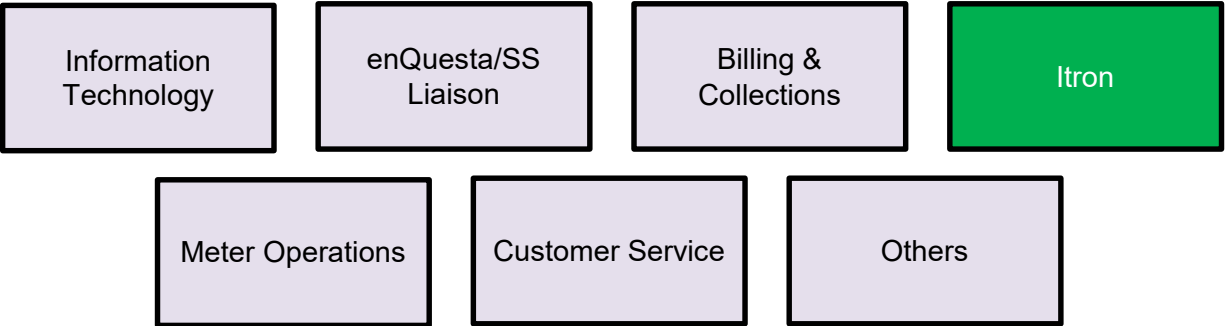
PROJECT SPONSOR

The Project Sponsor is the link between the Steering Committee and the Implementation Team.



PROJECT MANAGEMENT TEAM

Responsible for managing successful delivery of project requirements, budget, and time.



IMPLEMENTATION TEAM

- Responsible for delivering the project.
- DWSD groups most impacted by the project.
- Responsible for sustaining the effort and optimizing the technology investment.
- Makeup of this team will ebb and flow depending upon the objectives at the time.

ROLES & RESPONSIBILITIES

DWSD

Client

- Ensure Itron's and Veolia's contracts are compliant and timely completion of deliverables to support project objectives
- Provide staffing and other resources to develop, manage and support Itron and Veolia deliverables as specified in their respective agreements
- Provide policy direction, setting priorities and resolving internal and external bottlenecks



Veolia

*Assist DWSD in overseeing and managing the project**

- Review, understand and correctly apply the Terms and Conditions contained within the Agreement between DWSD and Veolia
- Assist with planning, organizing and providing oversight of DWSD resources needed to perform its requirements under the Agreement
- In cooperation with DWSD and ITRON, develop and provide a detailed work plan
- Provide recommendations for optimizing the AMI system investment and leveraging the OpenWay technology for Internet of Things (IoT) applications within DWSD operations

ROLES & RESPONSIBILITIES

ITRON

AMI System Contractor

- Install 200,000 reading modules, 111 network collection devices, system software and remove 116 existing network equipment
- Provide warranty reading modules for 20 years and ensure the network/modules are compatible for the next 20 years
- Adhere to the negotiated SLA's that are outlined in the contract as well as in the SOW, in regards to technology/software maintenance, training, product and help desk assistance





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What's next?

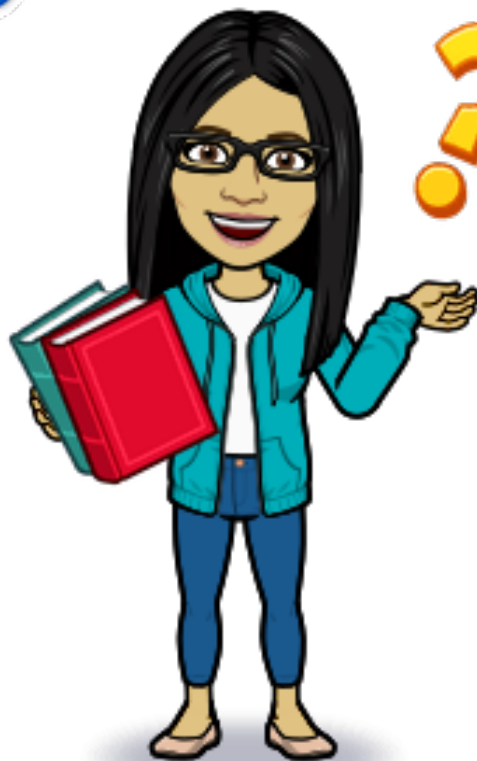
CLOSING

- **Next Steps**

- Set-Up internal Kick-Off meeting with all Implementation stakeholders
- Create Detailed Work Plan
- Prepare a Strategy Plans for the identified preliminary risks



Any Questions?





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